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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants:	Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay		
Assignee:	Siebel Systems, Inc.		
Title:	System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing		
Serial No.:	09/823,770	Filed:	March 31, 2001
Examiner:	Quynh H. Nguyen	Group Art Unit:	2642
Docket No.:	SBL0002US	Client Ref. No.:	SIEB060/US

Austin, Texas  
February 24, 2005

MAIL STOP 16  
DIRECTOR OF THE US PATENT AND TRADEMARK OFFICE  
PO BOX 1450  
ALEXANDRIA, VA 22313-1450

**REQUEST FOR REFUND**

Sir:

Applicant respectfully requests a refund in the amount of \$910.00 which was erroneously charged to Deposit Account No. 502306 on the January Monthly Statement of Account.

The Applicant filed a Request for Continued Examination along with an Extension of Time on December 23, 2004, and authorized the Director of the US Patent and Trademark Office to charge Deposit Account No. 502306 in the amount of \$1360.00 for nine (9) extra total claims (\$450.00), Request for Continued Examination (\$790.00) and one-month Extension of Time (\$120.00) (see enclosed copy of Applicant's transmittal letter dated December 23, 2004). The fees for the Request for Continued Examination (\$790.00) and one-month Extension of Time (\$120.00) were posted on December 29, 2004, by the U.S. Patent

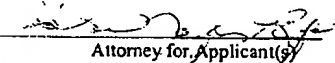
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and Trademark Office according to Applicants' December Monthly Statements of Deposit Account (line items highlighted on attached copies).

The extra claim fee charge in the amount of \$450.00 was posted to Applicant's Deposit Account No. 502306 on January 7, 2005, by the U.S. Patent and Trademark Office according to Applicants' January Monthly Statement of Deposit Account (line items highlighted on attached copy). Also on January 7, 2005, the fees for the Request for Continued Examination (\$790.00) and one-month Extension of Time (\$120.00) were posted *again* to Applicant's Deposit Account. Applicant respectfully submits that no submission has been made in the present application subsequent to the above-identified Request for Continued Examination filed on December 23, 2004, and therefore requests a refund in the amount of \$910.00.


If there are any questions regarding this request, please call Applicant's attorney at (512) 439-5086. This request is submitted in duplicate.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop 16, DIRECTOR OF THE US PATENT AND TRADEMARK OFFICE, PO Box 1450, Alexandria, VA 22313-1450 on February 24, 2005.

  
Attorney for Applicant(s)

2/24/05  
Date of Signature

Respectfully submitted,



D'Ann Naylor Rifai  
Attorney for Applicant(s)  
Reg. No. 47,026

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CAMPBELL  
STEPHENSON  
ASCOLESE LLP

COPY

4807 Spicewood Springs Road  
Building 4, Suite 201  
Austin, Texas 78759  
T: 512-439-5080  
F: 512-439-5099

Docket No.: SBL0002US

December 23, 2004

MAIL STOP RCE  
COMMISSIONER FOR PATENTS  
P. O. Box 1450  
Alexandria, VA 22313-1450

Re: Applicant(s): Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay  
Assignee: Siebel Systems, Inc.  
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing  
Serial No.: 09/823,770  
Examiner: Quynh H. Nguyen  
Docket No.: SBL0002US  
Filed: March 31, 2001  
Group Art Unit: 2642

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) (in duplicate);
- (3) Request for Continued Examination (1 page);
- (4) Preliminary Amendment & Remarks (12 pages); and
- (5) Petition for Extension of Time (1 page).

☒ The fee has been calculated as shown below:

**CLAIMS AS AMENDED**

	Claims Remaining <u>After Amendment</u>		Highest No. Previously <u>Paid For</u>		Present <u>Extra</u>	<u>Rate</u>	Additional <u>Fee</u>
Total Claims	41	Minus	32	=	9	x \$ 50.00	\$ 450.00
Independent Claims	3	Minus	3	=	0	x \$200.00	\$ 0.00
<input checked="" type="checkbox"/> Fee for Request for Continued Examination							\$ 790.00
<input checked="" type="checkbox"/> Fee for Petition for Extension of Time (1 Month)							\$ 120.00

**Total additional fee for this Amendment:** \$ 1360.00

- ☒ Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested.
- ☒ Please charge our Deposit Account No. 502306 in the amount of \$ 1360.00
- ☒ Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.

**Total:** \$ 1360.00

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop RCE, Commissioner For Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on December 23, 2004.

*Samuel G. Campbell, III*  
Attorney for Applicants

12/23/04  
Date of Signature

Respectfully submitted,

*Samuel G. Campbell, III*  
Samuel G. Campbell, III  
Attorney for Applicants  
Reg. No. 42,381

COPY



**United States  
Patent and  
Trademark Office**

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**Deposit Account Statement**

Requested Statement Month: December 2004  
 Deposit Account Number: 502306  
 Name: CAMPBELL STEPHENSON ASCOLESE LLP  
 Attention: MARC ASCOLESE  
 Address: 4807 SPICEWOOD SPRINGS RD  
 City: AUSTIN  
 State: TX  
 Zip: 78759

DATE	SEQ	POSTING REF TXT	ATTORNEY DOCKET NBR	FEE CODE	AMT	BAL
12/01	10	10998467	NEC0259US	1001	\$790.00	\$7,823.00
12/01	21	09578942	M-8369 US	1501	\$1,370.00	\$6,453.00
12/01	22	09578942	M-8369 US	8001	\$3.00	\$6,450.00
12/02	5	10999343	CIS0226C1US	1001	\$790.00	\$5,660.00
12/02	6	10999343	CIS0226C1US	1201	\$264.00	\$5,396.00
12/02	7	10999343	CIS0226C1US	1202	\$720.00	\$4,676.00
12/02	34	10996101	CIS0228US	8021	\$40.00	\$4,636.00
12/02	35	10996102	CIS0226US	8021	\$40.00	\$4,596.00
12/02	36	E-REPLENISHMENT		9203	-\$5,002.00	\$9,598.00
12/02	171	10999501	CIS0081 C1US	1001	\$790.00	\$8,808.00
12/02	282	10036814	M-9209-1P US	2501	\$685.00	\$8,123.00
12/02	283	10036814	M-9209-1P US	8001	\$9.00	\$8,114.00
12/03	102	11000706	CIS0217US	1001	\$790.00	\$7,324.00
12/03	103	11000706	CIS0217US	1202	\$1,026.00	\$6,298.00
12/03	104	11000706	CIS0217US	1201	\$176.00	\$6,122.00
12/03	168	09789849	M-9814 US	1251	\$110.00	\$6,012.00
12/03	169	09822713	M-8319 US	1806	\$180.00	\$5,832.00
12/03	170	09899962	M-9838 US	1202	\$90.00	\$5,742.00
12/03	171	10639029	CIS0018C1US	1202	\$72.00	\$5,670.00
12/06	30	E-REPLENISHMENT		9203	-\$5,006.00	\$10,676.00
12/06	83	09982733	M-12001 US	1501	\$1,370.00	\$9,306.00
12/06	84	09982733	M-12001 US	8001	\$3.00	\$9,303.00
12/06	132	09483110	M-7998	1801	\$790.00	\$8,513.00
12/06	133	09483110	M-7998	1251	\$110.00	\$8,403.00
12/07	22	10610966	VRT0061US	1251	\$110.00	\$8,293.00
12/07	23	10610966	VRT0061US	1464	\$130.00	\$8,163.00
12/07	44	10366174	50030.2000	2253	\$490.00	\$7,673.00
12/07	105	09232397	M-7165-US	1501	\$1,370.00	\$6,303.00
12/07	106	09232397	M-7165-US	1504	\$300.00	\$6,003.00
12/07	107	09232397	M-7165-US	8001	\$3.00	\$6,000.00
12/07	214	10998467	NEC0259US	8021	\$40.00	\$5,960.00

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## Deposit Account Statement

Page 2 of 3

12/08 45	E-REPLENISHMENT	9203	-\$5,008.00	\$10,968.00
12/08 106	11003997 VRT0167US	1001	\$790.00	\$10,178.00
12/08 107	11003997 VRT0167US	1201	\$176.00	\$10,002.00
12/08 108	11003997 VRT0167US	1202	\$936.00	\$9,066.00
12/08 133	60633482 ABW001V2US	2005	\$80.00	\$8,986.00
12/09 71	6766212	8001	\$30.00	\$8,956.00
12/09 164	11005741 VRT0163US	1001	\$790.00	\$8,166.00
12/09 165	11005741 VRT0163US	1201	\$440.00	\$7,726.00
12/09 166	11005741 VRT0163US	1202	\$270.00	\$7,456.00
12/10 42	10976299 CIS0026CIUS	1202	-\$576.00	\$8,032.00
12/10 43	10976299 CIS0026CIUS	1202	\$558.00	\$7,474.00
12/13 26	11007605 VRT0156US	1011	\$300.00	\$7,174.00
12/13 27	11007605 VRT0156US	1111	\$500.00	\$6,674.00
12/13 28	11007605 VRT0156US	1311	\$200.00	\$6,474.00
12/13 29	11007605 VRT0156US	1201	\$200.00	\$6,274.00
12/13 30	11007605 VRT0156US	1202	\$400.00	\$5,874.00
12/14 115	11008701 VRT0164US	1011	\$300.00	\$5,574.00
12/14 116	11008701 VRT0164US	1111	\$500.00	\$5,074.00
12/14 117	11008701 VRT0164US	1311	\$200.00	\$4,874.00
12/14 118	11008701 VRT0164US	1201	\$200.00	\$4,674.00
12/14 119	11008701 VRT0164US	1202	\$500.00	\$4,174.00
12/14 146	11003997 VRT0167US	8021	\$40.00	\$4,134.00
12/17 214	11007605 VRT0156US	8021	\$40.00	\$4,094.00
12/17 221	11005741 VRT0163US	8021	\$40.00	\$4,054.00
12/21 13	10875372 50030.2001	2252	\$225.00	\$3,829.00
12/21 14	10875372 50030.2001	2051	\$65.00	\$3,764.00
12/21 16	E-REPLENISHMENT	9203	-\$5,020.00	\$8,784.00
12/22 3	11008701 VRT0164US	8021	\$40.00	\$8,744.00
12/28 31	E-REPLENISHMENT	9203	-\$5,028.00	\$13,772.00
12/28 97	11017895 VRT0170US	1011	\$300.00	\$13,472.00
12/28 98	11017895 VRT0170US	1111	\$500.00	\$12,972.00
12/28 99	11017895 VRT0170US	1311	\$200.00	\$12,772.00
12/28 100	11017895 VRT0170US	1201	\$200.00	\$12,572.00
12/28 101	11017895 VRT0170US	1202	\$150.00	\$12,422.00
12/28 141	11018957 VRT0162US	1011	\$300.00	\$12,122.00
12/28 142	11018957 VRT0162US	1111	\$500.00	\$11,622.00
12/28 143	11018957 VRT0162US	1311	\$200.00	\$11,422.00
12/28 144	11018957 VRT0162US	1201	\$200.00	\$11,222.00
12/28 145	11018957 VRT0162US	1202	\$450.00	\$10,772.00
12/29 55	10668619 DGL0029C1US	2253	\$510.00	\$10,262.00
12/29 56	10668619 DGL0029C1US	2814	\$65.00	\$10,197.00
12/29 71	09904824 M-B325-UP-1P	1504	\$300.00	\$9,897.00
12/29 72	09904824 M-B325-UP-1P	2501	\$700.00	\$9,197.00
12/29 73	09904824 M-B325-UP-1P	8001	\$9.00	\$9,188.00
12/29 151	09823770 M-11405	1801	\$790.00	\$8,398.00
12/29 152	09823770 M-11405	1251	\$120.00	\$8,278.00
12/29 307	11020862 VRT0168US	1011	\$300.00	\$7,978.00
12/29 308	11020862 VRT0168US	1111	\$500.00	\$7,478.00
12/29 309	11020862 VRT0168US	1311	\$200.00	\$7,278.00
12/29 310	11020862 VRT0168US	1201	\$200.00	\$7,078.00
12/29 311	11020862 VRT0168US	1202	\$400.00	\$6,678.00

## Deposit Account Statement

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12/29	312	11020863	VRT0169US	1011	\$300.00	\$6,378.00
12/29	313	11020863	VRT0169US	1111	\$500.00	\$5,878.00
12/29	314	11020863	VRT0169US	1311	\$200.00	\$5,678.00
12/29	315	11020863	VRT0169US	1201	\$600.00	\$5,078.00
12/29	316	11020863	VRT0169US	1202	\$250.00	\$4,828.00
12/29	550	PCT/US04/42809	VRT0117WO	1601	\$300.00	\$4,528.00
12/29	551	PCT/US04/42809	VRT0117WO	1704	\$1,920.00	\$2,608.00
12/29	552	PCT/US04/42809	VRT0117WO	1702	\$1,134.00	\$1,474.00
12/29	553	PCT/US04/42809	VRT0117WO	1703	\$84.00	\$1,390.00
12/29	554	PCT/US04/42809	VRT0117WO	8007	\$20.00	\$1,370.00
12/30	20	E-REPLENISHMENT		9203	-\$5,029.00	\$6,399.00
12/30	137	09609577	M-8209-US	1501	\$1,400.00	\$4,999.00
12/30	138	09609577	M-8209-US	8001	\$3.00	\$4,996.00
12/30	154	60638907	RAP0012V1US	2005	\$100.00	\$4,896.00
12/30	239	09477217	M-7269 US	1501	\$1,400.00	\$3,496.00
12/30	240	09477217	M-7269 US	8001	\$3.00	\$3,493.00

START	SUM OF	SUM OF	END
BALANCE	CHARGES	REPLENISH	BALANCE
\$8,613.00	\$35,789.00	\$30,669.00	\$3,493.00

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Patent and  
Trademark Office**

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**Deposit Account Statement**

**Requested Statement Month:** January 2005  
**Deposit Account Number:** 502306  
**Name:** CAMPBELL STEPHENSON ASCOLESE LLP  
**Attention:** MARC ASCOLESE  
**Address:** 4807 SPICEWOOD SPRINGS RD  
**City:** AUSTIN  
**State:** TX  
**Zip:** 78759

DATE	SEQ	POSTING REF TXT	ATTORNEY DOCKET NBR	FEE CODE	AMT	BAL
01/03	50	E-REPLENISHMENT		9203	-\$5,002.00	\$8,495.00
01/04	46	11023734	VRT0172US	1011	\$300.00	\$8,195.00
01/04	47	11023734	VRT0172US	1111	\$500.00	\$7,695.00
01/04	48	11023734	VRT0172US	1311	\$200.00	\$7,495.00
01/04	49	11023734	VRT0172US	1202	\$100.00	\$7,395.00
01/04	50	11023734	VRT0172US	1201	\$200.00	\$7,195.00
01/05	102	11017895	VRT0170US	8021	\$40.00	\$7,155.00
01/06	139	11018957	VRT0162US	8021	\$40.00	\$7,115.00
01/07	5	09823770	M-11405	1801	\$790.00	\$6,325.00
01/07	6	09823770	M-11405	1251	\$120.00	\$6,205.00
01/07	7	09823770	M-11405	1202	\$450.00	\$5,755.00
01/07	28	11029053	VRT0144P1US	1011	\$300.00	\$5,455.00
01/07	29	11029053	VRT0144P1US	1111	\$500.00	\$4,955.00
01/07	30	11029053	VRT0144P1US	1311	\$200.00	\$4,755.00
01/07	31	11029053	VRT0144P1US	1201	\$200.00	\$4,555.00
01/07	32	11029053	VRT0144P1US	1202	\$150.00	\$4,405.00
01/07	42	E-REPLENISHMENT		9203	-\$5,007.00	\$9,412.00
01/07	88	11028441	VRT0157US	1011	\$300.00	\$9,112.00
01/07	89	11028441	VRT0157US	1111	\$500.00	\$8,612.00
01/07	90	11028441	VRT0157US	1311	\$200.00	\$8,412.00
01/07	91	11028441	VRT0157US	1201	\$200.00	\$8,212.00
01/07	92	11028441	VRT0157US	1202	\$650.00	\$7,562.00
01/10	59	11020862	VRT0168US	8021	\$40.00	\$7,522.00
01/10	60	11020863	VRT0169US	8021	\$40.00	\$7,482.00
01/10	318	PCT/US04/44029	VRT0105WO	1601	\$300.00	\$7,182.00
01/10	319	PCT/US04/44029	VRT0105WO	1704	\$1,920.00	\$5,262.00
01/10	320	PCT/US04/44029	VRT0105WO	1702	\$1,134.00	\$4,128.00
01/10	321	PCT/US04/44029	VRT0105WO	1703	\$96.00	\$4,032.00
01/10	322	PCT/US04/44029	VRT0105WO	8007	\$20.00	\$4,012.00
01/11	32	E-REPLENISHMENT		9203	-\$5,011.00	\$9,023.00
01/11	184	09672644	M-9579 US	1501	\$1,400.00	\$7,623.00

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## Deposit Account Statement

Page 2 of 2

01/11	185	09672644	M-9579 US	8001	\$30.00	\$7,593.00
01/12	14	10955198	CET0012US	2051	\$65.00	\$7,528.00
01/12	40	09628848	M-8415 US	1501	\$1,400.00	\$6,128.00
01/12	41	09628848	M-8415 US	8001	\$3.00	\$6,125.00
01/12	211	0124170166		8013	\$25.00	\$6,100.00
01/13	162	11023734	VRT0172US	8021	\$40.00	\$6,060.00
01/14	36	10955198	CET0012US	8021	\$40.00	\$6,020.00
01/18	62	E-REPLENISHMENT		9203	-\$5,018.00	\$11,038.00
01/18	312	5225376		1553	\$3,800.00	\$7,238.00
01/19	55	PCT/US04/44029	VRT0105WO	1703	\$36.00	\$7,202.00
01/21	24	10951283	SST0001US	2001	\$395.00	\$6,807.00
01/21	25	10951283	SST0001US	2051	\$65.00	\$6,742.00
01/21	26	10951283	SST0001US	2202	\$800.00	\$5,942.00
01/21	27	10979002	VRT0151US	1051	\$130.00	\$5,812.00
01/21	32	10979002	VRT0151US	8021	\$40.00	\$5,772.00
01/21	52	10951283	SST0001US	8021	\$40.00	\$5,732.00
01/21	159	10999501	CIS0081 C1US	1201	\$200.00	\$5,532.00
01/21	188	11028441	VRT0157US	8021	\$40.00	\$5,492.00
01/24	98	10087342	M-9255-IC US	1814	\$130.00	\$5,362.00
01/24	273	5238110		1553	\$3,800.00	\$1,562.00
01/25	22	E-REPLENISHMENT		9203	-\$5,024.00	\$6,586.00
01/25	236	09491461	RAP0001P1US	2801	\$395.00	\$6,191.00
01/25	237	09491461	RAP0001P1US	2251	\$60.00	\$6,131.00
01/25	254	11029053	VRT0144P1US	8021	\$40.00	\$6,091.00
01/27	17	10902980	VRT0016C1US	1814	\$130.00	\$5,961.00
01/27	27	09450802	CIS0089US	1201	\$400.00	\$5,561.00
01/27	29	10680940	CIS0011C1US	1814	\$130.00	\$5,431.00
01/27	34	E-REPLENISHMENT		9203	-\$5,027.00	\$10,458.00
01/27	180	10093826	020706-00071	1501	\$1,400.00	\$9,058.00
01/27	181	10093826	020706-00071	8001	\$24.00	\$9,034.00
01/27	215	11038437	CIS0236S	1011	\$300.00	\$8,734.00
01/27	216	11038437	CIS0236S	1111	\$500.00	\$8,234.00
01/27	217	11038437	CIS0236S	1311	\$200.00	\$8,034.00
01/27	218	11038437	CIS0236S	1201	\$200.00	\$7,834.00
01/27	219	11038437	CIS0236S	1202	\$750.00	\$7,084.00
01/28	304	10324810	VRT0043US	1501	\$1,400.00	\$5,684.00
01/28	305	10324810	VRT0043US	8001	\$24.00	\$5,660.00
01/28	306	09477498	M-7165-2PUS	1501	\$1,400.00	\$4,260.00
01/28	307	09477498	M-7165-2PUS	8001	\$3.00	\$4,257.00
01/31	58	E-REPLENISHMENT		9203	-\$5,031.00	\$9,288.00
01/31	68	10977968	VRT0153C1US	1051	\$130.00	\$9,158.00

START	SUM OF	SUM OF	END
BALANCE	CHARGES	REPLENISH	BALANCE
\$3,493.00	\$29,455.00	\$35,120.00	\$9,158.00

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay  
 Assignee: Siebel Systems, Inc.  
 Title: System And Method For Maintaining Real-Time Agent  
 Information For Multi-Channel Communication Queuing  
 Serial No.: 09/823,770 Filed: March 31, 2001  
 Examiner: Quynh H. Nguyen Group Art Unit: 2642  
 Docket No.: SBL0002US Client Ref. No.: SIEB060/US

Austin, Texas  
 December 23, 2004

MAIL STOP RCE  
 COMMISSIONER FOR PATENTS  
 P. O. BOX 1450  
 ALEXANDRIA, VA 22313-1450

**PRELIMINARY AMENDMENTS AND REMARKS**

Dear Sir:

This paper and the accompanying Request for Continued Examination (RCE) are being submitted in response to the Final Office Action dated July 30, 2004, having a shortened statutory period set to expire on November 24, 2004 (the mailing date of the Advisory Action). Accompanying this response is a one-month Petition Under 37 C.F.R. § 1.136 for Extension of Time setting a new time for response of December 24, 2004. Further examination and reconsideration are respectfully requested in view of the following amendments and remarks.

Amendments to the Specification begin on page 2 of this paper. Applicants noticed that the title, inventors, and summary were incorrect in the Substitute Specification filed on August 1, 2001, and have corrected these mistakes in this paper.

Amendments to the Claims begin on page 5 of this paper.

No amendments to the Drawings are presented in this paper.

Remarks begin on page 11 of this paper.

- 1 -

Adjustment date: 04/07/2005 SDIRETA1  
 12/29/2004 AMONDAF1 00000104 502306 09823770  
 02 FC:1251 120.00 CR

Serial No.: 09/823,770

Adjustment Date: 04/07/2005 SDIRETA1  
 12/29/2004 AMONDAF1 00000104 502306 09823770  
 01 FC:1801 790.00 CR  
 02 FC:1251 120.00 CR

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